The next ADA forum is:

Meetings are held on the 2nd month, (Changes in schedule and/or ADA Forum Meetings Participation Group Forum! meeting place are possible.

Wednesday of every other

Please join us for the ADA www.hartfordtransit.org

November 13, 2019
September 11, 2019
July 10, 2019
May 8, 2019
March 13, 2019
January 9, 2019

Phone: (860) 247
Fax: (860) 5340 extension 9, Monday thru Friday, 8:00 a.m. - 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-333-8134.) You may also contact Customer Service by sending an email to Hartford.Customerservice@firstgroup.com, fax (860) 936-3750 or write:

Customer Service Department c/o First Transit
148 Roberts Street, East Hartford, CT 06108

How soon should I call? Please contact the Customer Service Department as soon as possible when your wish to report an incident (ideally within 48 hours of the incident).

What information will I need to provide? Please be certain to have the day of the week, date, location, and time of all incidents that you would like to report. Any additional details you can provide will be helpful.

When will I receive a response? Any communication with the Customer Service Department will be addressed in a timely manner.

ADA RIDER TIP: Passengers may cancel trips afterhours from midnight to 4:30 a.m. by calling (860) 724-5340 and selecting “0”.

To obtain a copy of this newsletter in an accessible format please contact us at:
(860) 247-5329 extension 3011

CONTACT US AT: (860) 724-5340

Reserve/Cancel/Confirm............................Select 1
Dispatch Department.................................Select 2
ADA Application Request...........................Select 4
Spanish....................................................Select 5
Subscription Service.................................Select 6
Service Updates ......................................Select 6
Customer Service .....................................Select 9

2019 ADA Participation Group Forum Meeting Dates

Please join us for the ADA Participation Group Forum! Meetings are held on the 2nd Wednesday of every other month, 5:00 p.m. - 6:00 p.m.

The next ADA forum is:

• January 9, 2019
• March 13, 2019
• May 8, 2019
• July 10, 2019
• September 11, 2019
• November 13, 2019

(Changes in schedule and/or meeting place are possible. However, notices will be posted in advance.)

ADA Forum Meetings are held at:
Greater Hartford Transit District One Union Place Hartford, CT 06103 Phone: (860) 247-5329 Fax: (860) 549-3879

www.hartfordtransit.org

Winter is here! This is the time of year when the Greater Hartford Transit District (the “District”) reviews our emergency procedures so that we can do our best to keep the ADA paratransit service running during severe weather, and if there is an interruption, to resume service as soon as possible following a storm. Severe weather can sometimes cause cancellations and/or delays. Part of our preparation includes informing our passengers where to find notifications about service cancellations or changes during winter weather. In the event of a winter storm warning or other severe weather, we will post updates in several places to keep you informed about potential ADA paratransit service changes. You can check in regularly on our website at www.hartfordtransit.org, tune in to CRIS radio, WTIC 1080 AM radio, or watch WFSB Channel 3 television for information regarding cancellations, delays, or changes to your paratransit trip.

As always, the District’s highest priority is the safety of our passengers and to provide you with the best service possible. We make every effort to continue the ADA paratransit service as usual in severe weather, but information will be readily available to you in the event of potential cancellations or delays. Stay in touch with us when you are planning your trips during winter weather events. It is strongly recommended for ADA passengers to reschedule non-essential trips during severe weather. However, if you have any questions or concerns about travelling on ADA paratransit during severe winter weather, you may contact the Customer Service Department at (860) 724-5340 extension 9, send us an email at Hartford.Customerservice@firstgroup.com or fax (860) 955-2915. You may also write:

Customer Service Department c/o First Transit
148 Roberts Street
East Hartford, CT 06108
**ADA RECERTIFICATION**

**IS IT TIME FOR YOURS?**

**Why does my ADA paratransit need to be recertified?** The FTA ADA Circular states that "The entity may require recertification of the eligibility of ADA paratransit eligible individuals at reasonable intervals" (§ 37.125(f)). Many factors might change over time that could affect the ability of individuals with disabilities to use the fixed route transit service. These could include changes in the physical environment, changes in the accessibility of the fixed route system, or changes in riders’ functional abilities.

**How often do ADA recertifications occur?** The District recertifies all existing paratransit riders every 3 to 5 years in order to determine their passengers’ current abilities and conditions and to update their personal information.

**How do I know when my ADA paratransit will need to be recertified?** Your ADA eligibility expiration date is located on the ADA certification letter and ID card. In addition, the District will automatically mail an ADA recertification application to you via postal mail before your paratransit eligibility expires. Please note that certification for ADA paratransit does not guarantee future approval.

**My disability has gotten worse but I am not due for a recertification. Can I request to reapply early?** Yes, regardless of the recertification policy, ADA-eligible individuals have the right to reapply at any time. This right to reapply extends to anyone, including those denied eligibility.

**If my disability gets better should I inform the District?** Yes, if your condition improves and there is a change in your ability to use the fixed route bus, it is your responsibility to notify the District immediately. Similarly, if a change in mobility aids (such as obtaining a power wheelchair when you previously used a manual wheelchair) enables you to overcome a previous inability to get to and from transit bus stops, you should contact the District for ADA recertification.

**Will I require another ADA interview to be recertified?** In most cases, passengers previously interviewed and certified for ADA paratransit will not need another face-to-face assessment. If the ADA assessor has follow up questions, in most cases you will be contacted by telephone. If, however, another interview is deemed necessary, you will be contacted promptly by the District.

**Does my doctor need to sign the ADA recertification application?** No, your doctor’s signature is not required to complete your ADA recertification. However, you will be requested to provide the name and address of your current doctor or health care professional in case additional information is needed from him/her.

**Where can I get more information about ADA recertifications?** You may contact us at (860) 247-5329 extension 3086 and a staff person will assist you with answering questions and/or concerns about your ADA recertification. You may also inquire about your ADA recertification by writing to Greater Hartford Transit District, One Union Place, Hartford, CT 06105.

**WINTER WEATHER**

**ADA PARATRANSIT PASSENGER TIPS**

To ensure that the District and First Transit continue to provide our passengers with safe and reliable service this winter, please be sure that any entrance pathways such as sidewalks, driveways, ramps, and steps leading up to your place of residence are free of snow and ice. Failure to comply with this request might result in our drivers not being able to provide transportation for you until it is safe to do so.

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